

CASE STUDY

High Street
Coffee Chain

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Delivery Accuracy Checks

Market Sector: Supply Chain

High Street Coffee Chain

A high street coffee chain was experiencing a high level of delivery shortages (and occasionally over deliveries) from one of its key suppliers. [Orridge SCS](#) specializes in assessing root causes of such issues and therefore were asked to conduct delivery accuracy checks to assess the disputed claims.

What was required?

- Firstly, to evaluate and understand the areas where delivery discrepancies could occur.
- Secondly to understand needs and requirements of the client and their supplier.
- Thirdly, develop a plan to both audit a robust sample of deliveries inbound to stores and outbound from the supplier's distribution center.
- And finally the deployment of skilled auditors to assess the actual level of discrepancies.
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Solution

Orridge SCS swiftly assessed the full requirements of the project and set to work developing an appropriate solution. For example, we conducted delivery accuracy checks outbound from the supplier's distribution center and inbound to the client's stores. Due to a wide range of products there was a necessity for the audit to be done before store opening. As a result, this meant that we had to develop a solution that worked in tandem with the client's own systems and processes. Orridge were able to do

this and moreover provided meaningful data that both our client and supplier could understand. This ensured independently verified delivery accuracy.